

## Scorecard - Library Department (Lib 13-14)

### Information











**Name:** Library Department (Lib 13-14)

**Description:** n/a

**Domain:** Library

**Owners:** Santiago, Raymond (LIB)

### Details

		As Of		Actual	Target		FYTD Actual	FYTD Target
▼	<b>1.0 Customer</b>							
▼	<b>1.1 Deliver the 5-Star Customer Experience</b>							
	Library Customer Service Experience Survey Rating	 '13 FH1		84	100		84	100
▼	<b>1.2 Priority Initiatives</b>							
	% of Indexed Priority Initiatives from Library Business Plan that have meet their objective	'13 FQ2		100.0%	100.0%		n/a	100.0%
▼	<b>2.0 Effective, Efficient &amp; Sustainable Operations</b>							
▼	<b>2.1 Priority Initiatives</b>							
	% of indexed Priory initiatives from Library Business Plan that have meet their objective	'13 FQ2		100%	100%		100%	100%
▼	<b>2.2 Library Exemplary Performance Measured against Florida Library Standards</b>							
	% of Indexed Measures that meet (FLA) Standards	2013 FY		0%	100%		n/a	n/a
▼	<b>2.3 Election Support</b>							
	# of Additional Operating Hours in Support of Elections FY2012-13	'13 FQ3		378	n/a		1,345	n/a
	# of Staff Hours in Support of Elections FY2012-13	'13 FQ3		4,254	n/a		n/a	n/a
▼	<b>3.0 Employees</b>							
▼	<b>3.1 Enhance Employee Performance</b>							
	# of employees participating in the Bedazzling Databases Training	May '13		0	0		0	n/a
	% of employee attendance at Customer Service Training	'13 FQ3		100	n/a		n/a	n/a
	% of employee attendance at Polaris Update Training	'13 FQ3		0	n/a		0	n/a
▼	<b>4.0 Financial</b>							
▼	<b>4.1 Execute Budget to Maximize Strategy</b>							
	% of Budget on Target	'14 FQ3		10%	25%		10%	25%